

## **COMMUNITY OUTREACH WORKER**

**JOB TITLE:** Community Outreach Worker

**GRADE:** 8

**JOB CODE:** 2205

**DATE:** 3/27/95

**GENERAL FUNCTION:** Under administrative direction of appropriate person makes visits to homes and other sites promoting services, scheduling appointments, and any necessary follow-up outreach services and follow-up services for potential clients and individuals already in programs such as Well Child, Family Planning, Aging, Tb, and WIC.

### **CHARACTERISTIC DUTIES AND RESPONSIBILITIES:**

Visits patients or potential patients in their home or other appropriate setting to explain service(s) of the local health department and may set up appointments for the patient.

Assists clients in making transportation arrangements to receive service(s).

Insures client patient attendance at scheduled appointments

Follow-up by letter, phone call, or home visit on missed appointments or referral.

May conduct initial interview with patient obtaining factual information from the patient.

Provides support and encouragement to patients and assists in resolution of the problem.

May assist in the provision of services to the patient for services such as Aging, Well Child, Family Planning, Tb Screening, etc.

**SUPERVISION RECEIVED:** Limited supervision with alternating periods of autonomy and general review. Supervisor plays substantial role in setting objectives and organizing work

**SUPERVISION EXERCISED:** No supervisory responsibility required

### **JOB SPECIFICATIONS:**

#### **Knowledge and Abilities:**

Possess a valid motor vehicle operators license.

Basic knowledge of grammar, spelling punctuation, and simple mathematics.

Good knowledge of the program area assigned, of interviewing and data collection techniques, record keeping, and confidentiality concerning client records.

**JOB Title:** Community Outreach Worker (Cont'd)

**JOB CODE** 2205

Working skill in collecting information from clients in completing standard forms and preparing required reports.

Some skill in counseling clients.

Working ability to provide emotional support and encouragement to clients.

Some ability to motivate clients to fully participate in service programs, to recognize clients with severe problems and refer them to the appropriate professional or other service providers.

**Minimum Education, Training, and Experience Requirements:** High school diploma or GED. Six (6) months experience in public health or in another position with the provision of social services, supportive services, personal care, or related duties.

**The intent of this job description is to provide a representative summary of duties and responsibilities that will be required of positions given this title and shall not be construed as a declaration of the specific duties and responsibilities of any particular position. Employees may be requested to perform job-related tasks other than those specifically presented in this description.**